



Chief Information Officer (CIO)

City of Tucson, Arizona



■ OUR MISSION

By partnering with others, lead in the effective use of technology for accessible information and responsive government services.

“Tucson – What Makes a Place Great?”

Learn more about our beautiful community by watching the Tucson Regional Economic Opportunities video:

<http://www.youtube.com/watch?v=zRkVIPdatPI&feature=youtu.be>



■ UNIQUE OPPORTUNITY

The City of Tucson invites you to establish the IT Department as the region's model of exceptional service delivery and state-of-the-art technological innovation. Professionally respected, innovative, results oriented technology leaders are encouraged to apply.

■ THE COMMUNITY

Recognized as one of the MegaTrend cities of the 21st Century, Tucson is renowned as an emerging center for optics, astronomy, medical innovation and health services. Tucson is home to the University of Arizona which is ranked among the top 60 public universities by US News & World Report. Federal, State, and local governments are significant components of the local economy including Davis-Monthan Air Force Base, but manufacturing employment has more than doubled in the past decade. This growth is due to advanced technology companies such as Raytheon Missile Systems, Texas Instruments, Intuit, the U of A Technology Park and IBM, all of which have made Tucson their business home. The area is served by 14 different hospitals and is considered a regional medical hub. With a population of 520,000, Tucson is Arizona's second largest city and the metropolitan area exceeds one million people. It not only attracts top businesses and technology firms, but also offers four shopping malls, numerous high quality hotel facilities and five destination resorts. Cultural diversity, a affordable housing, favorable business climate and excellent educational opportunities make Tucson the ideal location to live, work and recreate.

With sunny days nearly all year, Tucson is the ideal location for the outdoor enthusiast. The Sonoran Desert and five surrounding mountain ranges offer hiking, biking, horseback riding, bird watching, spelunking, hot-air ballooning, camping, championship golfing, skiing, and countless other recreational opportunities in breathtaking scenery. Tucson is a pedestrian and bicycle friendly community. Due to the temperate climate, the region is a bicycle enthusiast's paradise and has been designated a Gold Level Bicycle Friendly Community by the League of American Bicyclists. Tucson supports an outstanding variety of cultural activities reflecting the community's rich heritage. Museums and galleries, theater and dance companies, classical and contemporary musical events and festivals are plentiful within this natural desert environment.



■ THE INFORMATION TECHNOLOGY DEPARTMENT

The Information Technology (IT) Department provides leadership, skill support and the infrastructure maintenance that benefit the City and Tucson citizens. The department's centralized IT functions directly oversee, manage and control the cost of services that support the organizational business models. These services include computer center operations, network services, business application support, end-user computer system support, technology innovation, standards development and enforcement, and technology investigation. The department also provides contract administration for hardware and software acquisition, as well as maintenance and City telecommunications delivery. The department includes six program areas:

ADMINISTRATION DIVISION

Responsible for the City's overall technology strategy and overseeing all IT department activities. Comprised of:

- Executive Management
- Administrative Support
- Facilities Management

Also provides administrative service, human resources, budget, contract and asset management support.

APPLICATIONS SERVICES

Responsible for managing technical standards related to software and data purchased for, or created by the City.

Application Services include:

- Enterprise Applications
- Public Safety
- Public Works
- Service Desk - Contact point for reporting all IT problems and requesting all IT services. The Service Desk also provides technical support via telephone and email.

These teams manage the IT business relationships with all City departments by providing analysis, development, implementation and support for both departmental and citywide software applications.

GEOGRAPHIC INFORMATION SERVICES (GIS)

The IT GIS Services Division promotes the efficient use of GIS throughout the City by providing:

- GIS System Architecture
- Data Standards and Stewardship
- Centralized Data Storage
- Application Development
- Education and License Management

The City's enterprise Geographic Information System (GIS) is used to maintain, display, and analyze data in order to make the relationships between data easier to understand. The IT GIS Services Division also serves as a resource to help departments develop their GIS capabilities with the goal of enabling them to maintain their own GIS data.

NETWORK SERVICES

The City network is the collection of wired and wireless networks that support the transport of voice, video, and data through:

- Optical Fiber
- Wireless Links
- Microwave
- Radio
- Wireless & wireless hot spots

This program area ensures a stable and secure communications environment for all City departments including communications networks, Internet access, data networks, voice-over-internet-protocol telecommunications (VOIP) and wireless connectivity. This area also directs the City's security policies and architecture, providing defense in depth via redundant levels of protection for restricted data or functions.

PUBLIC WORKS

Provides the analysis, development, implementation, and ongoing support of public works departments applications:

- Water
- Environmental Services
- Transportation
- Planning & Development Services

The Service Desk acts as the contact point for reporting all IT problems and requesting all IT services. The Service Desk also provides technical support via telephone and email for public works.

TECHNICAL SERVICES DIVISION

The server and operation environment support all City-hosted software applications. This includes the major, mission critical systems (e.g. Payroll, Finance, Public Safety CAD, the Web, Water and Environmental Services billing, email, and Tax Revenue) as well as small applications that support single groups or departments.

- Customer Services
- Systems Administration
- Data Center & Operations
- Hardware and Software for Desktop and Mobile Computing Units

This program area ensures a stable and secure computing environment by monitoring and maintaining the servers, storage infrastructure, and data center operations for the City. This program also provides citywide e-mail and calendar support, as well as customer service field support.

You can access more information about the IT Department by viewing the Department's Business Plan:
http://cms3.tucsonaz.gov/sites/default/files/it/it_plan_july_2010.pdf

■ THE POSITION

The Chief Information Officer plans, organizes, directs and coordinates all programs, functions and activities of the Information Technology Department to fulfill communication and information technology service requirements of the City. The Chief Information Officer provides leadership as a member of the City's executive leadership team on an organization-wide and community basis to ensure that public services are provided in alignment with the City's strategic objectives.

EXAMPLES OF DUTIES INCLUDE:

- Champions the values of the organization through personal example and professional accountability.
- Directs the development and administration of budgets, policies, projects and programs of the department to effectively and efficiently deliver high quality services to the City and the community.
- Collaboratively and cooperatively works with the Mayor, Council Members, City Manager, department directors and other senior managers to analyze organization and community needs, and takes action in response to those needs.
- Improves service to the community by providing vision, leadership, and skills that enable the City of Tucson to benefit from technological innovation.
- Develops strategic partnerships with community representatives, external agencies, and other organizations to develop a sense of relevant issues facing our community and to respond as a representative of the City.
- Provides central information technology services to City departments and offices including data center operations, network services, business application development and maintenance, end user support for personal computers, strategic technology investigation, project oversight, and contract administration for the City's telecommunications providers.



■ IDEAL CANDIDATE

The ideal candidate is an energetic, strategic thinker. The successful candidate will be innovative with a strong desire to conquer new professional challenges in an organization that prides itself on engaging professional leaders in a variety of fields.

- Strong candidates will be visionaries capable of demonstrating effective long range planning.
- Candidates should possess senior management expertise with a successful record of achievement in cost control.
- The Chief Information Officer will support, motivate, recruit and retain the IT Department's talented staff.
- Successful candidates will be excellent communicators who are able to build professional relationships. Serious candidates will be committed to continuous improvement, teamwork and seamless customer service.

■ EDUCATION AND EXPERIENCE

A Bachelor's degree in Management Information Systems, Computer Science or a closely related field, and seven years of progressive IT management experience are required.

■ COMPENSATION AND BENEFITS

The salary consideration for the Chief Information Officer starts at \$126,500 annually. Actual salary will be dependent on the experience and qualifications of the successful candidate.

- Participation in the Tucson Supplemental Retirement System (defined benefit pension plan)
- Vacation and sick leave program
- Medical and dental programs
- Long-term and short-term disability insurance plans
- Life insurance of \$50,000 with additional coverage available at employee expense
- Voluntary participation in the City's Section 457 deferred compensation plan (ICMA RC)
- Voluntary participation in the City's Section 401(a) savings plan account
- Vehicle allowance or use of city vehicle plus city related travel expenses
- Medical and dependent care flexible spending accounts
- Employee assistance program
- Relocation assistance

■ APPLICATION AND SELECTION PROCESS



If you are interested in this outstanding opportunity, please visit www.bobmurrayassoc.com to apply online.

Filing Deadline: June 29, 2012

Following the closing date, resumes will be screened according to the qualifications outlined above.

The most qualified candidates will be invited to personal interviews with Bob Murray and Associates.

A select group of candidates will be asked to provide references once it is anticipated that they may be recommended as finalists. References will be contacted only following candidate approval.

Finalist interviews will be held with the City of Tucson. Candidates will be advised of the status of the recruitment following selection of the Chief Information Officer. If you have any questions, please contact Ms. Judy LaPorte at (916) 784-9080.

Note: in accordance with City Code, the selected candidate will be required to establish residency within the City of Tucson city limits.

The City of Tucson is an equal opportunity employer that is both child and family friendly, as well as a drug and alcohol free workplace. Diverse candidates are strongly encouraged to apply.

